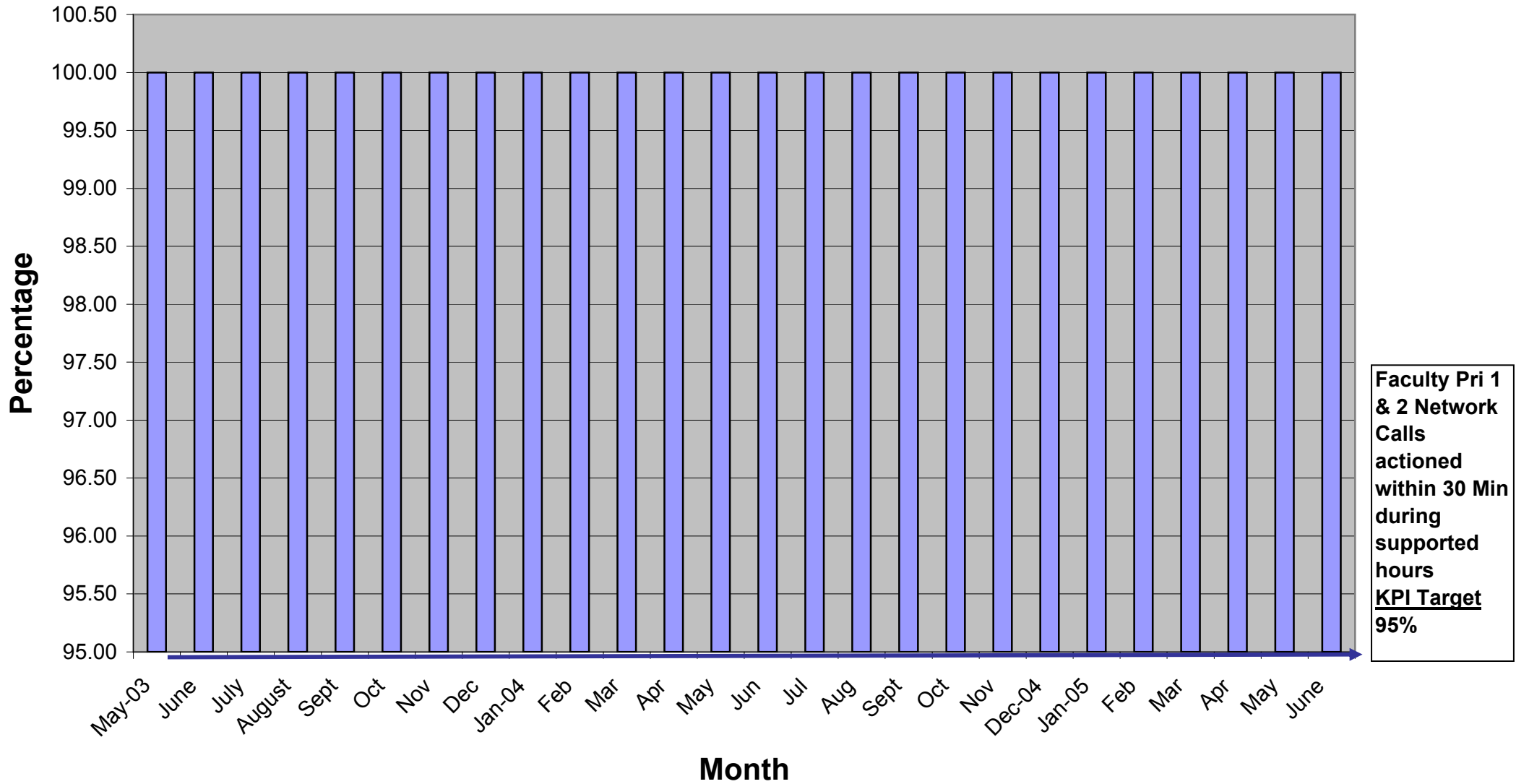


Provide Network Support

Performance against KPI - Response to Faculty IT Pri 1 & 2 Calls



■ % Network (Faculty Pri 1 & 2) calls acted on within 30 minutes during supported hours